

# TENNESSEE REGULATORY AUTHORITY



Pat Miller, Chairman  
Deborah Taylor Tate, Director  
Sara Kyle, Director  
Ron Jones, Director

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2004 DEC 15 AM 10:03  
T.R.A. DOCKET ROOM  
460 James Robertson Parkway  
Nashville, Tennessee 37243-0505

December 14, 2004

Mr. Dennis Wagner  
Director - Public Policy, R&EA  
BellSouth Telecommunications  
333 Commerce Street Room, Suite 2106  
Nashville, TN 37201-3300

Dear Mr. Wagner:

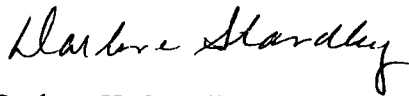
In order to assist the Authority in its review in docket 04-00416, *BellSouth Tariff to Reduce Call Allowances for Directory Assistance and Extend Exemptions to Directory Assistance Call Completion*, it is requested that BellSouth respond to the following:

1. Provide the revenue impact, including all calculations and/or estimates, of extending free Directory Assistance Call Completion (DACC) service to subscribers with visual and/or physical disabilities.
2. When DACC is provided to subscribers with visual and/or physical disabilities, is there a voice prompt giving subscribers the option of having the call completed to the telephone number requested via DA or is the call automatically completed to the requested telephone number? If there is a prompt, does it inform the caller that the call to the requested telephone number can be completed free of charge?
3. Please explain BellSouth's position for not extending DACC free of charge to subscribers 65 (sixty-five) years or older.
4. Identify the percentage of BellSouth subscribers in Tennessee that make at least one DA request via BellSouth's intrastate DA service on (1) a monthly basis and (2) an annual basis. If available, please separate this information by residential and business subscribers.
5. Identify the percentage of BellSouth subscribers in Tennessee that make more than three (3) intrastate DA calls per month. If available, please separate this information by residential and business subscribers.

6. Provide the number of customers in Tennessee who currently receive an exemption from DA charges (please separate this data between customers with visual/physical disabilities and those which are sixty-five years or older).

It is requested that this information be provided no later than Monday December 20, 2004 and that you reference Docket 04-00416 on the response. In accordance with TRA rules submit either (1) thirteen written copies of your response or (2) four written copies and an electronic version. Should you have any questions regarding this request, please contact David Foster at (615) 741-2904, extension 188.

Sincerely,



Darlene K. Standley  
Chief, Utilities Division

C: Docket File